



Preliminary Findings of the Montana Injured Worker Survey

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The Process

- Sent out 5,213 postcards directing injured workers to online survey
- 1,532 cards were returned undeliverable
- 221 online responses
- Now sending out paper surveys, seeing better response rate

The Sample

- People with dates of injury from October 1, 2001 and December 31, 2002
 - Availability of wage and employment data
 - Time for claims to develop and RTW to (possibly) take place
 - Wage loss or impairment benefit

Demographics

- Seeing good variety of respondents
 - Industries, education levels, severity well mixed
- Roughly 1/3 were union members at TOI
- Most had health insurance at TOI
- Roughly 1/5 were represented by an attorney
- Roughly 14% received VR services
- Median employer size: 25 employees

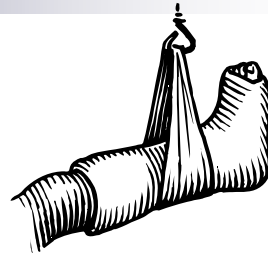
At the time of injury...

- High job satisfaction
- Very experienced
- Long tenures with employers
- Satisfied with job and safety training



...after the injury

- High job satisfaction
- Of those that RTW, most had no perceived wage losses
- Most said it took them more than a year to reach their pre-injury financial situations
- Overwhelming majority returned to TOI employer



Stakeholders



■ Medical:

- ☐ Most saw doctor, were self-referred, saw more than one provider
- ☐ Majority made all decisions or had significant input in medical decisions
- ☐ Most received medical work restrictions
- ☐ ~3/4 were satisfied with healthcare outcome

Stakeholders cont...

- Attorneys: Of the 1/5 that hired an attorney, a slim majority hired attorney before RTW and haven't RTW yet
- Voc Rehab: most weren't aware of VR, of those that did receive VR, most were in contact monthly or less, mixed results on usefulness of VR services

Return-To-Work

- Those that have RTW (~3/4):
 - Most RTW within 30 days
 - Nearly half had daily or weekly contact with employer, nearly half never heard from employer or only after RTW
 - Most returned to same job, at the same level of activity
 - Majority believe they RTW before MMI
 - More than half believe it did not help recovery

Next Steps...

- Continue to collect responses
 - Statistical report at July meeting
- Medical provider survey began last week
- Employer survey in final stages of preparation
- VR and attorney surveys being reviewed